

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION**

14

December 7, 2004

**FROM: CAROL L. ANSELM, Assistant County Administrator
Human Services System**

**ELIZABETH SANCHEZ, Director
Human Resources**

**SUBJECT: AMENDMENTS TO CONTRACTS TO PROVIDE PERSONAL COMPUTER
SOFTWARE END-USER AND INFORMATION TECHNOLOGY STAFF TRAINING
FOR COUNTY EMPLOYEES**

RECOMMENDATIONS:

- 1) Approve Amendment No. 2 to the Contracts listed below to provide personal computer software end-user training, adding the ability to provide on-line learning and extending the contract expiration date from January 14, 2005 to January 14, 2006.

<u>Agency</u>	<u>Contract Number</u>
ExecuTrain of The Inland Empire	03-10 A-2
QuickStart Intelligence	03-12 A-2
Soft-Train Incorporated	03-13 A-2

- 2) Approve Amendment No. 2 to the Contracts listed below to provide information technology staff training, extending the contract expiration date from January 14, 2005 to January 14, 2006.

<u>Agency</u>	<u>Contract Number</u>
ExecuTrain of The Inland Empire	03-14 A-2
QuickStart Intelligence	03-15 A-2

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AMENDMENTS TO CONTRACTS TO PROVIDE PERSONAL COMPUTER SOFTWARE END-USER AND INFORMATION TECHNOLOGY STAFF TRAINING FOR COUNTY EMPLOYEES

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BACKGROUND:

The San Bernardino County Performance, Education & Resource Centers (PERC) was formed in July 1999 through the merger of the Human Resources and Human Services System training units. These units historically offered a variety of training programs and services focused on supervisory and leadership skills, communication and interpersonal skills, program knowledge, organizational skills, and computer skills. To ensure that personal computer users and information technology (IT) staff remain current with technological advances and continue to provide quality services, PERC offers a professional environment where staff can obtain the competencies required to meet their job requirements and upgrade their skill levels.

In September 2002, the Board of Supervisors authorized the release of a Request for Proposals (RFP) to procure personal computer software end-user and IT staff training services. End-user training includes software such as Word, Excel, Access, and Power Point. IT training includes topics such as Client/Server implementation and administration, application development, and operating system support. The RFP was posted on the County's Internet site, advertised in local papers, and mailed to 56 vendors. An evaluation of proposals received identified ExecuTrain of The Inland Empire, Gateway, Soft-Train Incorporated, and QuickStart Intelligence as best meeting the service requirements for end-user training services. Proposals submitted by ExecuTrain of The Inland Empire and QuickStart Intelligence were found to best meet the service requirements for IT training services.

On January 7, 2003, the Board of Supervisors (BOS) approved contracts with ExecuTrain of The Inland Empire, Gateway, Soft-Train Incorporated, and QuickStart Intelligence to provide these services. Each contract was approved for a one-year period (January 15, 2003 through January 14, 2004) with the option to renew the contract for two additional one-year periods as specified in the RFP.

On January 13, 2004, the BOS approved Amendment No. 1 to Contracts with ExecuTrain of The Inland Empire, Gateway, Soft-Train Incorporated, and QuickStart Intelligence to provide personal computer software end-user training in an aggregate amount not to exceed \$200,000 through January 14, 2005 and to update the standard contract language. In a related action, the BOS also approved Amendment No. 1 to Contracts with ExecuTrain of The Inland Empire and QuickStart Intelligence for the provision of IT staff training services in an aggregate amount not to exceed \$300,000 through January 14, 2005 and to update the standard contract language.

This item recommends that the BOS exercise the option for a second one-year renewal of contracts with ExecuTrain of The Inland Empire, Soft-Train Incorporated, and QuickStart Intelligence. Inasmuch as Gateway has withdrawn from this service market, their contract will be allowed to expire on January 14, 2005. Approval of this item will allow PERC to continue offering personal computer software end-user and IT staff training to County employees in a classroom environment through January 2006. It will also allow PERC to offer personal computer software end-user training in an on-line format.

It should be noted that, while the individual end-user training contracts are written not to exceed \$200,000 each and the IT training contracts are written not to exceed \$300,000 each, PERC does not anticipate spending more than \$200,000 for end-user training and \$300,000 over the entire proposed three year contract term. The contracts are written in this manner to establish a BOS-approved list of qualified vendors and allow PERC the flexibility to select the vendor that best meets County employees' training needs. These contracts make no guarantee that any funds will

be spent on these contracts during the contract period. Contractor performance is measured by reviewing training materials and the quality of training provided.

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REVIEW AND APPROVAL BY OTHERS: This item has been reviewed by HSS Contracts (Lori Ciabattini, Administrative Supervisor, (909) 388-0253) on November 15, 2004; HSS Finance (John Hallen, Administrative Analyst, (909) 388-0208) on November 17, 2004; the Office of County Counsel (Jean - Rene Basle, Deputy County Counsel, (909) 387-5477) on November 17, 2004; and the County Administrative Office (Gary Morris, Administrative Analyst, (909) 388-0356) on November 18, 2004.

FINANCIAL IMPACT: End-user training and IT training contract costs are expected to be less than \$200,000 and \$300,000 respectively for the three year term of the contracts. All costs associated with training for DPA employees will be paid from the HSS Administrative Claim budget (AAA-DPA-PERC) or will be reimbursed by the Consolidated Memorandum of Understanding. Non-DPA County departments will provide reimbursement through funding transfers if training is provided to their staff. Costs for DPA employees, are funded with a combination of Federal and State funds (85%) and local costs (15%). Costs for non-DPA employees have been included in the respective County department budgets. Sufficient appropriation has been included in the HSS Administrative Claim budget for FY 04/05 and will be included for FY 05/06. No additional local cost is required.

Cost Reduction Review: The County Administrative Office has reviewed this agenda item and recommends approval, as it will enhance the computer efficiency skills of County employees. This item represents no additional cost to the County. The Board of Supervisors previously approved the costs associated with these contracts; this item only extends the contract term.

SUPERVISORIAL DISTRICTS: All

PRESENTER: **Dena Smith**, Chief Learning Officer, Performance, Education and Resource Centers, (909) 387-4250

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